



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 19V-611
Transport Canada: 2019-418
Safety Advisory: 19-359
September 3, 2019

Recall Population

2019-2020 Hideout Travel Trailers

Model: 25TH

Serial Number Ranges:

2019 K7245684 - K7248408

2020 L7241080 - L7241299

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been decided that the vehicles in the recall population are missing the Special Transportation Provision warning label (AD-96) in the garage area as outlined in 6.4.6.9 of the 2018 NFPA 1192 code book. Vehicles and equipment powered by internal combustion engines and placed in recreational vehicles can cause carbon monoxide poisoning or asphyxiation, which could result in death or serious injury. The flammable liquids used to power these items can cause a fire or explosion, which can result in death or serious injury.

***What we
will do***

We have enclosed the label to remedy the situation. The remedy is to to affix the label in the garage area. If you require assistance installing the label, please make an appointment with your dealer and bring the unit to the dealership and they will install the label at no cost to you.

***What we
need you to
do***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.)



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